



# CLAIMS OUT- PROCESSING BRIEF



# **KAISERSLAUTERN** **CLAIMS OFFICE**

**Location:** Kleber Kaserne  
Bldg 3210, Room 110

**Phone:** DSN 483-8414  
CIV 0631-411-8414

**CJA:** CPT Gilbertson

# **AGENDA**

- **DA Pam 27-162**
- **Substantiation - “Legal Proof”**
- **Items NOT Payable**
- **Claims Maximum Payable**
- **\$100 Rule**
- **PED (Pre-Existing Damages)**
- **Time Constraints**
- **Questions**

# DA Pam 27-162

- **Sets out procedures for Claims Offices**
- **NOT “Guidance” - CJA is financially and criminally responsible for violations**
- **NOT intended to replace private insurance**
- **Depreciated Cost vs. Replacement Cost**

# SUBSTANTIATION

Claimant must prove:

1. ***Ownership*** - receipts, bills, pictures, video, personal inventory (serial #s, quantity)
2. ***Value*** - receipts, bills, pictures, *appraisals*
3. That the claimant ***tendered*** the item to the carrier (*is it listed on shipment inventory?*)

4. The claimant must prove that the item was not damaged or lost before it was shipped.

## ITEMS **NOT** PAYABLE

- **Losses exceeding \$40,000**
- **Items exceeding category allowance**

**(See DA Pam 27-162, ALDG, Table 11-1)**

- **Professional equipment:** *e.g.*, DJ turntables, professional mechanic's tool set, etc.
- **Money:** cash, money orders, **coin collection**

# SOME CLAIMS

- **\$40,000** Maximum Allowable per move (HHG/HB claims)
- **\$20,000** maximum per POV claim
- Within these overall maximums, there are individual “item” maximums:
  - **\$1000** per stereo item/**\$4000** per claim
  - **\$1000** per bicycle/**\$4000** per claim

## **\$100 Rule**

**DA Pam 27-162, para 11-14*h*,  
states, in part:**

**“As a rule of thumb,  
claimants ... should normally  
be required to provide a  
purchase receipt or similar  
evidence to confirm the value  
of items **for which more than  
\$100 is claimed ...**”**



## PED (Pre-Existing Damages)

DA Pam, para 11-14d(2), states,  
in part:

**“PED is damage that predates the incident giving rise to a claim... If the estimate [for repair of a damaged item] includes repair of PED, deduct the percentage attributable to repair of PED...”**

## PED (Pre-Existing Damages)

- PED is ~~listed on the~~ *Shipment Inventory!!*
- **SCRUTINIZE** the PED Codes that the movers use when they pack your goods!!!
- If you don't agree with the PED code, **DON'T ARGUE, WRITE IN AN "EXCEPTION TO THE PED" ON THE *Shipment Inventory!!*** (Please don't do this)

## TIME CONSTRAINTS

- 70 DAYS - you **MUST** turn in the 1840R to your gaining claims office **within 70 Calendar Days of delivery!!!**
  - A few exceptions for TDY/deployment
- 2 YEARS - you **MUST** file your claim **within 2 Calendar Years of delivery!!!**
  - Turning in the 1840R **IS NOT**

## **SMOOTH MOVE!**

- **CONSIDER PRIVATE INSURANCE**
- **Ensure that high dollar items (\$100+) are individually listed on the inventory**
- **Bottom line:**

**If you care about it, document, check the PED codes, and file PED exceptions!**

**QUESTIONS?**